

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

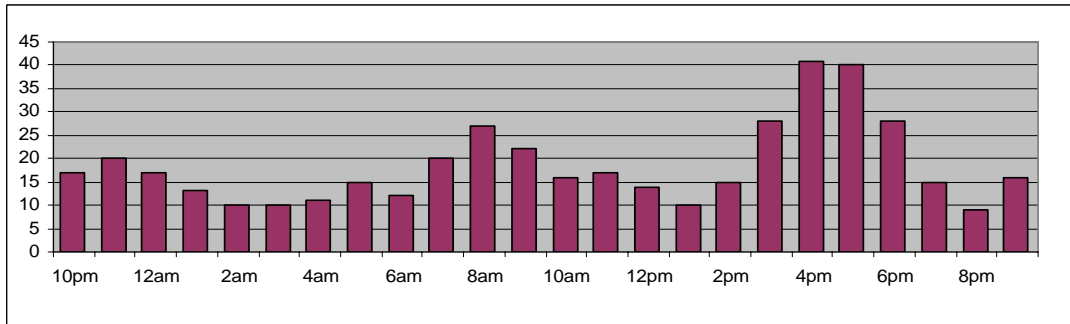


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March 2007

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Total Incidents by Roadway**

Freeway	Mar 2007	Feb 2007	Mar 2006
I-75	123	146	136
I-94	98	93	123
I-696 (Reuther)	54	73	74
I-96	76	65	37
M-10 (Lodge)	10	35	48
M-39 (Southfield)	46	54	36
I-275	34	40	38
I-375	4	4	3
<b>TOTAL</b>	<b>445</b>	<b>510</b>	<b>495</b>

**Monthly Incident Activity**

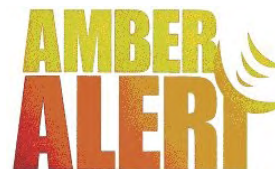
	Mar 2007	Feb 2007	Mar 2006
Freeway Closures	18	7	23
Lane Closures	32	39	34
Ramp Closures	4	3	4

## MITS Center News

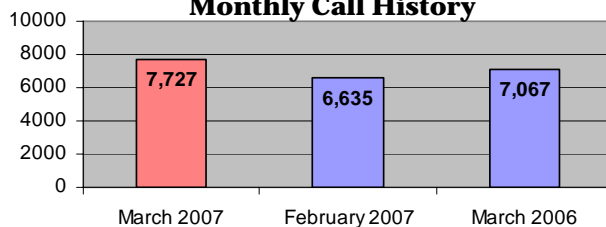
Incident Responder Safety Workshop sponsored by Brownstown Fire Department held on March 20<sup>th</sup> with 44 Attendees consisting of 17 agencies. Topics discussed were, "Hats of Incident Management", Quick clearance methods, Incident traffic control and lane closure taper techniques. After the discussion, participants were allowed to apply the knowledge learned in simulated exercises.



Participated in an America's Missing Broadcast Emergency Response (AMBER) Alert meeting in Lansing to discuss the AMBER Alert notification process and review past activations for lessons learned.



**Monthly Call History**



**Calls by Type**

Agency	No. of Calls
Freeway Courtesy Patrol	5880
Michigan State Police	793
Media	422
MDOT Construction (Incoming)	118
MDOT Construction (Outgoing)	45
Other MDOT	125
ITS Maintenance	25
Other	319
<b>Total</b>	<b>7727</b>

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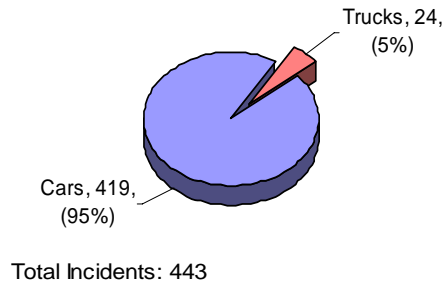
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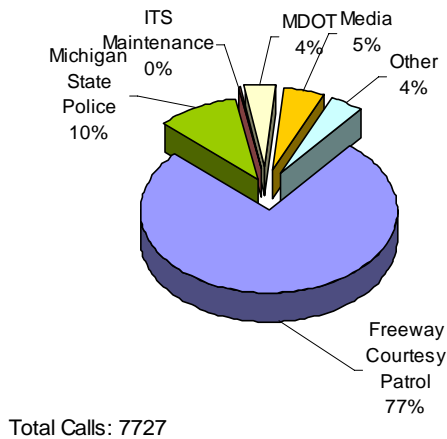
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,598 assists that the Freeway Courtesy Patrol (FCP) provided during the month of March, 953 assists (21%) were dispatched by the FCP dispatchers located at the MITS Center.

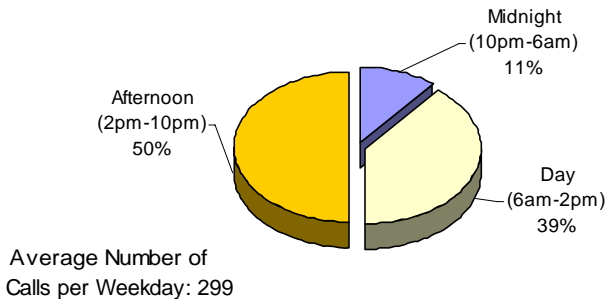
### Vehicle Composition of Incidents



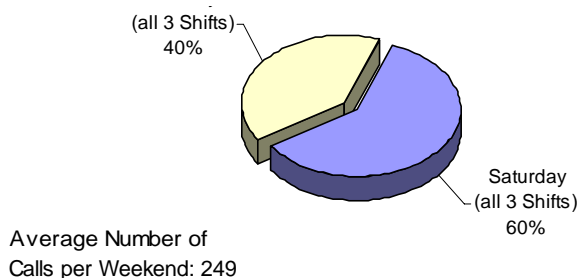
### Calls by Type



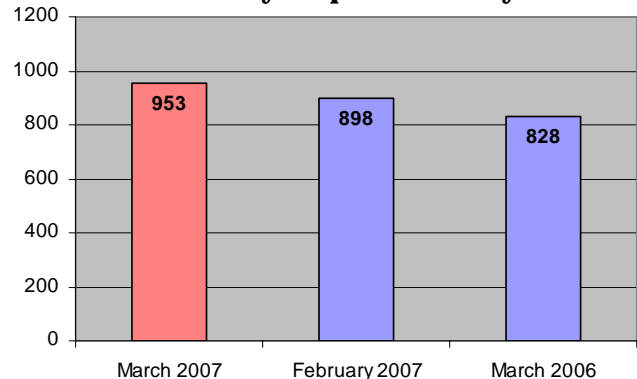
### Calls by Weekday Shift



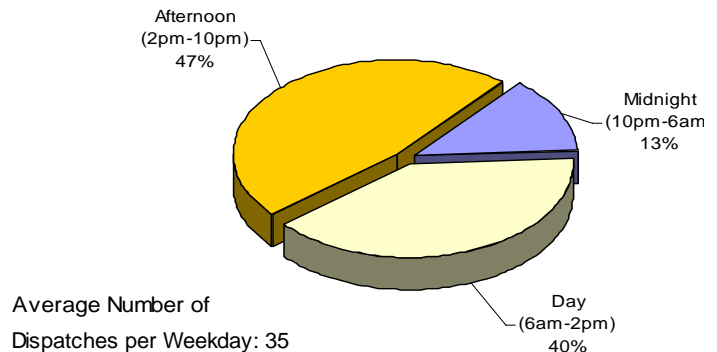
### Calls by Weekend Day



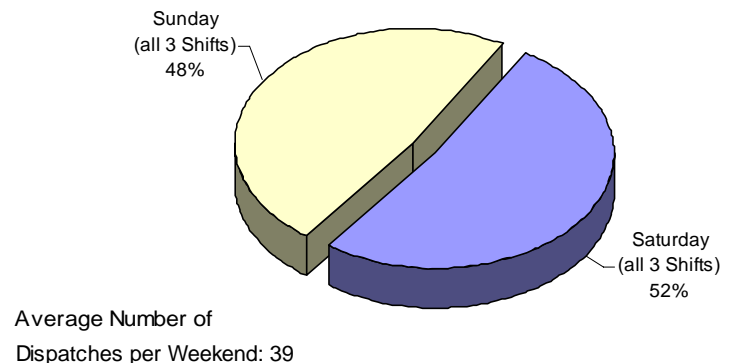
### Freeway Courtesy Patrol Monthly Dispatch Activity



### Freeway Courtesy Patrol Dispatches by Weekday Shift



### Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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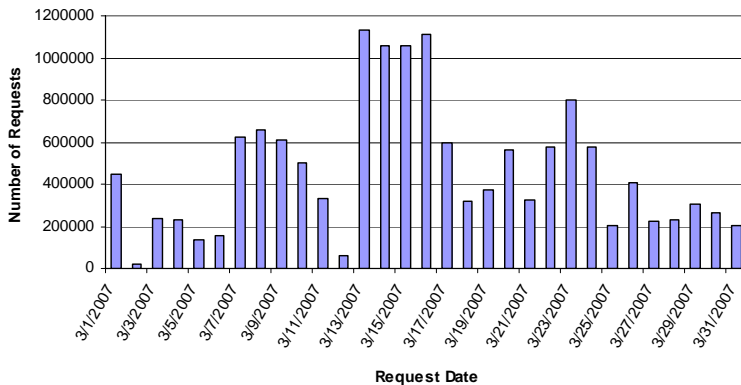
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

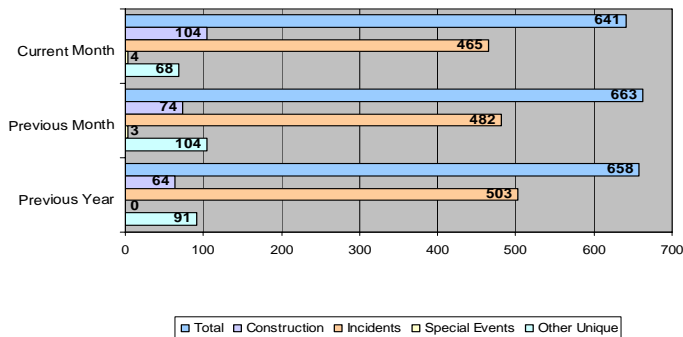
### Website Activity



### Top 5 DMS with Unique Messages

- I-696 EB at Manistee
- I-94 EB at Second
- I-94 WB at Burns
- I-75 SB South of 13 Mile
- I-96 EB at Beck

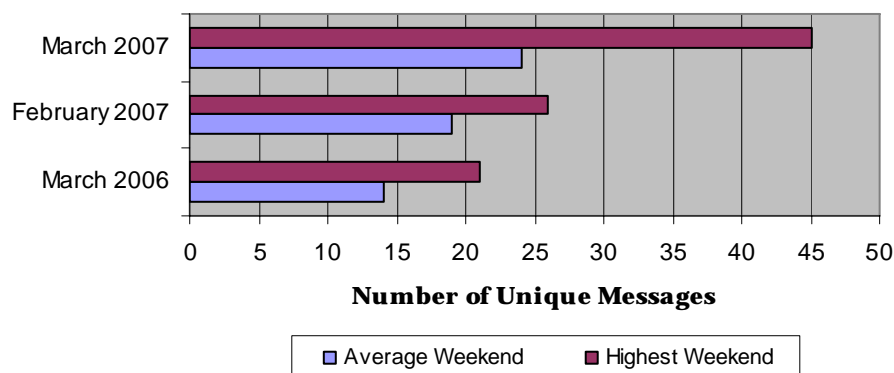
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Mar 2007	Feb 2007	Mar 2006
All Incident Messages	98.9%	100.0%	100.0%
High Impact DMS Messages	Mar 2007	Feb 2007	Mar 2006
All High Impact Messages	94.4%	95.9%	98.4%
Freeway Closure Messages	94.4%	100.0%	100.0%
Lane Closure Messages	93.8%	94.9%	97.1%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Mar 2007	Feb 2007	Mar 2006
Advisory Text-Messages	96.3%	93.9%	93.4%
Website Incident Postings	87.0%	98.0%	96.7%

### Weekend Construction DMS Message Activity



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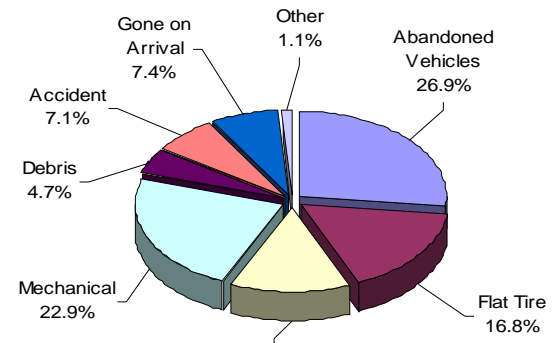
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

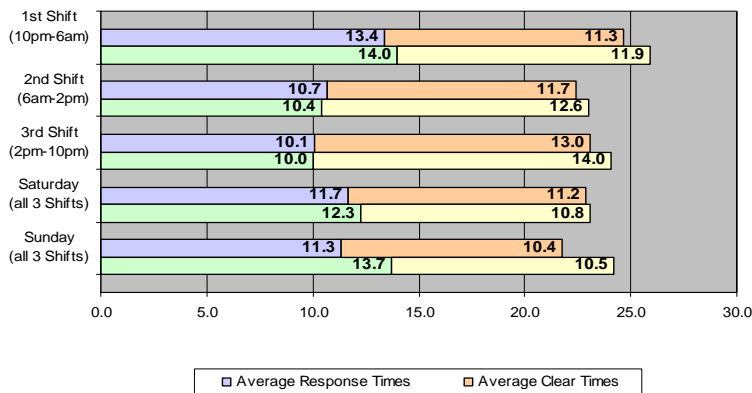
*"I wish to whole heartedly give a big thank you to the MDOT Courtesy patrol van that helped my 18 yr old son who had a blow out on the Southfield freeway at Fireman.". It was quite u unexpected to hear him say "Never mind mom, I've got help" on his cell phone. Thank you for this wonderful service, when all else seems to be going adown the tubes in SE Michigan."*

### Assist Type

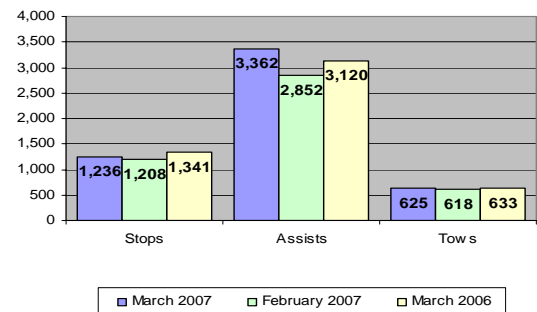


Total Number of Incidents: 4598

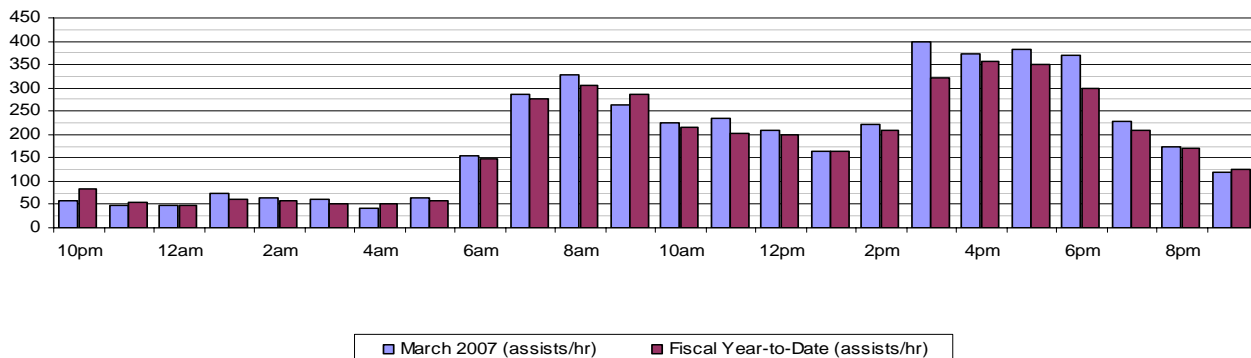
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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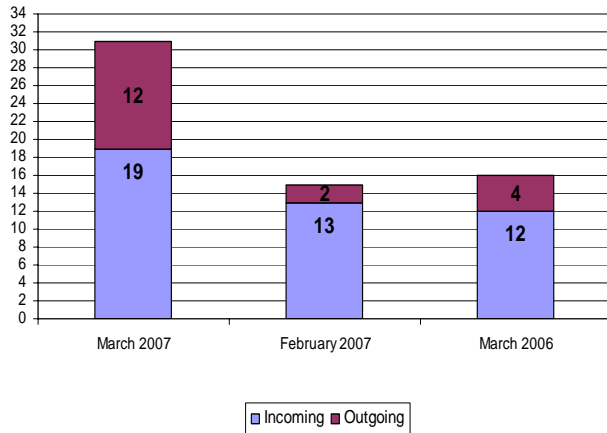


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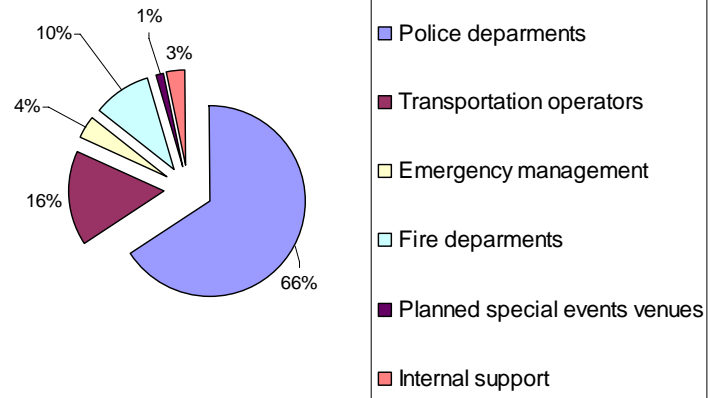
March 2007

## TRAFFIC INCIDENT MANAGEMENT

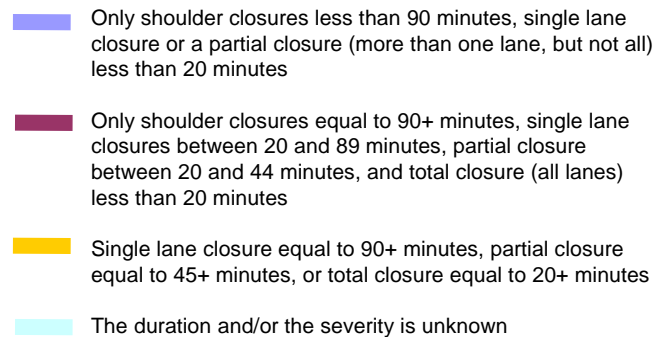
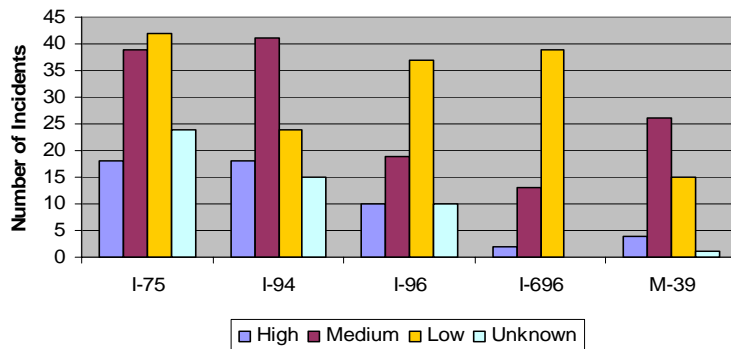
### Local Police Department Calls



### Video Users

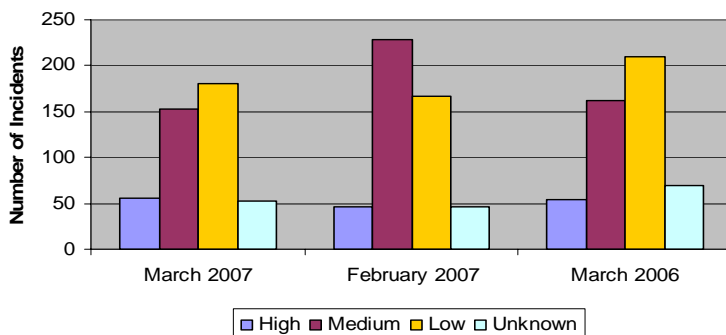


### Severity/Duration by Top Five Freeways

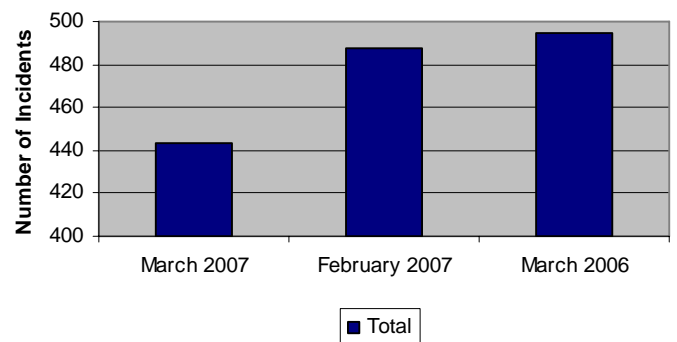


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents





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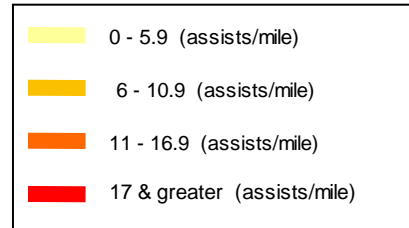


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		March 2007	Fiscal YTD Avg.	March 2007	Fiscal YTD Avg.	March 2007	Fiscal YTD Avg.	March 2007	Fiscal YTD Avg.
I-75	87.6	1295	1158	14.8	13.2	11.2	11.2	12.0	13.0
Oak Co. Line to I-696	37.0	459	408	12.4	11.0	11.9	14.5	10.6	12.3
I-696 to I-94	8.0	320	292	40.0	36.5	9.5	8.5	12.3	14.6
I-94 to I-96	5.6	89	100	15.9	17.9	9.1	9.9	11.7	13.0
I-96 to I-275	37.0	427	357	11.5	9.6	12.5	11.9	13.4	12.4
I-94	60.7	1044	1023	17.2	16.9	10.1	10.7	12.3	12.3
Wash. Co line to M-39	20.7	299	313	14.4	15.1	11.1	11.6	12.3	13.0
M-39 to I-75	9.0	289	269	32.1	29.9	10.1	10.4	14.6	12.7
I-75 to I-696	10.0	289	274	28.9	27.4	10.3	9.9	10.5	12.1
I-696 to St. Clair Co. Line	21.0	167	168	8.0	8.0	6.8	11.2	11.3	10.5
I-96	34.0	782	647	23.0	19.0	11.9	11.6	12.3	12.9
Liv. Co. Line to I-275/I-696	11.0	165	155	15.0	14.1	10.9	12.8	11.8	14.3
I-275/M-14 to M-39	12.0	227	203	18.9	16.9	10.9	11.2	13.3	13.0
M-39 to I-75	11.0	390	289	35.5	26.2	12.7	11.3	11.9	12.1
I-275	37.5	409	381	10.9	10.2	10.9	11.3	11.7	13.1
I-96/I-696 to M-14/I-96	8.0	157	141	19.6	17.7	10.2	10.4	12.1	13.4
M-14/I-96 to I-94	12.0	177	168	14.8	14.0	11.6	11.5	11.4	13.1
I-94 to I-75	17.5	75	72	4.3	4.1	10.9	12.9	11.7	12.5
I-375	1.2	9	10	7.5	8.6	5.0	8.9	32.1	16.4
I-696 (Reuther)	28.7	549	479	19.1	16.7	10.2	10.2	11.2	12.7
I-96/I-275 to M-10	9.3	128	135	13.8	14.6	12.7	12.3	10.6	11.9
M-10 to I-75	9.0	200	163	22.2	18.1	10.9	9.6	12.1	14.1
I-75 to I-94	10.4	221	181	21.3	17.4	8.5	9.5	10.7	12.0
M-5 (Grand River)	10.3	53	53	5.1	5.1	17.0	10.9	10.6	14.3
M-8 (Davison)	2.2	52	51	23.6	23.0	9.6	8.2	11.4	12.5
M-10 (Lodge)	17.9	88	260	4.9	14.5	9.2	10.5	12.6	12.9
M-14	6.4	41	38	6.4	6.0	13.9	13.6	14.5	12.3
M-39 (Southfield)	14.2	276	209	19.4	14.7	11.5	11.8	13.5	14.8
<b>Total</b>	<b>300.7</b>	<b>8,677</b>	<b>7,997</b>						

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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type (page 1)</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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## DATA KEY INFORMATION

<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.